

Massachusetts CapTel FCC Complaint Report 6/1/2016 to 5/31/2017

Track #	Date of Complaint	Contact Type	Tech. vs. Service	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Completed	Rep. Initials
740494	12/04/2016 04:53pm	CapTel	Service	1055	Customer reported inaccurate captions during a conversation on the CapTel 840.	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. Call center personnel met with the CA and shared tips to assist with consistent quality performance. CA's supervisor provided observation sessions and coaching accordingly.	12/08/2016 06:20pm	Over 48 hours	KG
786167	05/10/2017 10:17am	CapTel	Service	N/A	Customer reported seeing "Waiting for CapTel Operator" and not getting captions on the CapTel 800.	CSR confirmed that the message appeared and remained on the CapTel's display as the call began. CSR apologized for the experience and advised that, if this situation reoccurs, they may turn the Captions button off and then back on in order to establish a new connection with a CA. CSR confirmed that the customer is now receiving captions successfully.	05/30/2017 09:57am	Over 48 hours	TS